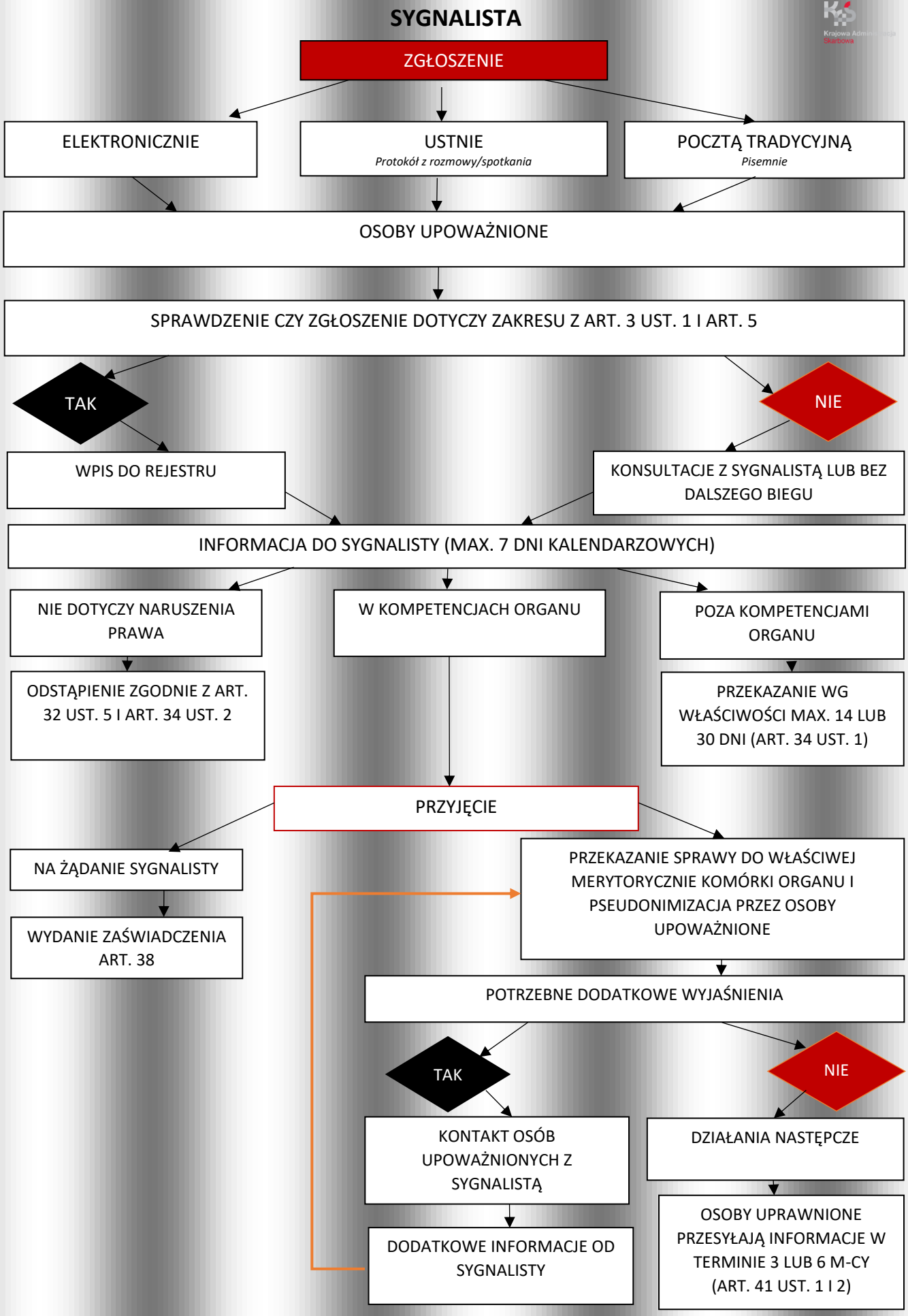Schemat obsługi zgłoszeń zewnętrznych